ShowBiz Pizza Time, Inc.

EMPLOYEE HANDBOOK

Billy Bob

Chuck E.

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WELCOME TO SHOWBIZ PIZZA TIME, INC.

"Come for the Pizza...stay for the fun!" That is the theme and it's backed up by a quality menu, a fantastic animated show, group party activities, and new games and rides that thrill every age.

Welcome to the team. As a member of our team you are extremely important in accomplishing our ultimate goal, which is to win. By winning we simply mean "every guest who visits us leaves happy". As a member of our team you will be given all the tools and equipment necessary to be a successful team member; a winner. What the team asks of you is to come to work each day with a willingness to learn with the result being an environment of performers.

OUR CORPORATE VALUE: TOTAL GUEST SATISFACTION

We are an organization of people working together to accomplish one goal, to insure that "every guest who visits us leaves happy". What you say, what you do or how you act all have an immediate and long lasting effect on what the guest thinks of us. If we give a good performance by offering friendly, efficient service and a quality product in a clean environment, the guest will return.

Every so often our performance may not meet the guests' expectations. This may result in a guest complaint.

When handling complaints, keep in mind the following:

SMILE - Be courteous and never show irritation.

LISTEN - Hear what the guest has to say. Never argue with the guest. The guest is always right.

APOLOGIZE - Extend a verbal apology for the guest's dissatisfaction. Then tell the guest that you will get the manager on duty to assist them in resolving the problem.

INFORM - Immediately notify the manager on duty of the complaint.

INTRODUCTORY PERIOD; EMPLOYMENT AT WILL -

The introductory period is ninety days in length. This ninety day period is a time for mutual assessment. The new team member (yourself) has the opportunity to insure he/she has made the right decision and the unit's management team has the same opportunity to assess the new employee's job performance. Upon completion of this ninety day period, the unit manager will review the performance standards of the new employee to determine continued employment.

Your employment with us is voluntarily entered into and you are free to resign at any time. Similarly, the company is free to conclude an employment relationship where it believes it is in the best interest of the corporation. Our relationship is, and always will be, one of voluntary employment "at will".

FULL TIME/PART TIME: DEFINED -

Any employee who is regularly scheduled 40 hours each week or more, is considered a full-time employee. Any employee who is regularly scheduled less than 40 hours each week is considered a part-time employee. Actual hours worked each week will ultimately determine each employee's status. To be eligible for group insurance benefits, the employee must work thirty-five (35) hours per week.

WORK WEEK -

The official work week is from Monday through Sunday.

YOUR WORK SCHEDULE -

The management team will post the schedule in the Employee Break Area three days prior to the effective date.

Schedules are prepared by the entertainment center manager utilizing the availability information you have provided. Employees are expected to check the schedule daily and adhere to it. Any conflicts must be resolved through the manager.

The exact amount of business our restaurant will do from day to day is extremely difficult to predict. At times you may be asked to come in early or stay late. Likewise, you may be notified in advance not to come in. There may also be times when you are asked to leave prior to the end of your scheduled shift. It is important that all employees understand the flexibility required due to the inherent nature of the restaurant business.

BREAKS AND MEAL PERIODS -

You will be given breaks by your manager when business demands permit. These must be taken in the Employee Break Area and will not exceed ten minutes. A 30-minute unpaid meal period is given for shifts longer than six hours. You must clock "in" and "out" for meal periods.

DAY OFF REQUEST -

Occasionally something comes up in our personal lives which conflicts with our regular work schedule. When such a conflict is known two weeks in advance, you may submit a written day off request. This allows your manager ample time to find a replacement for your shift.

SHIFT CHANGE REQUEST -

Should you find that you require an adjustment in your schedule less than two weeks prior to the date concerned, it is your responsibility to find someone to trade shifts with you. In this case, you may submit a written shift change request to your manager indicating who will be replacing you.

TIME RECORDING -

All employees paid on an hourly basis must keep an accurate record of all time spent working for the company. All written entries must be initialed indicating approval by the manager on duty. Employees may not "volunteer" or work off the clock.

OVERTIME -

Overtime is a practice we try to avoid. However, in an emergency, you may be asked to work overtime for which you will be paid one and one-half your regular hourly pay rate. All overtime must be authorized by the employee's immediate supervisor prior to the employee actually working the additional hours. Such authorization is to be indicated by the manager on duty initialing the time record.

SALARY INFORMATION -

Payday is officially every other Saturday. Since there is a one week delay between generating and distributing paychecks, the most recent work week is not included on the paycheck.

ShowBiz prides itself in being a performance based company. Your salary is determined by your job responsibilities and performance in those areas. All salaries are related to performance, responsibilities and contributions to the corporation.

As you know, the law requires pay deductions such as social security and with-holding taxes. In addition you may arrange to have special deductions such as group insurance and credit union taken automatically from your paycheck.

All information related to an individual's salary should remain completely confidential.

SALARY REVIEWS -

Salary reviews are normally conducted at the end of the first six (6) months and twelve (12) months of employment. Merit increases will be reviewed on your anniversary date of each succeeding year. Salary reviews do not imply automatic increases. Increases are to be based upon performance and job responsibilities. A performance appraisal will be completed at the time of the salary review.

EMPLOYEE GROOMING - DRESS CODE -

The following is an explanation of the grooming and dress code standards required by the Corporation.

1. **ALL EMPLOYEES:**

   a. Shoes: Clean and polished brown or black smooth leather, or man-made leather shoes only. Shoes must be in good repair. Open toes, open heels, sandals, tennis shoes, suede shoes, and moccasins are not allowed.

   b. Socks/hose: Socks or hose are required. Socks should coordinate with slacks. Natural tone hose only are permitted.

   c. Jewelry: Due to safety and health considerations, no excessive jewelry is allowed. When working in the kitchen, no jewelry is allowed on hands.

   d. Personal hygiene: Hands must be scrubbed and clean at all times. Fingernails must be clean and trimmed. There should be no offensive body odor.

   e. Hair:

   Female: Hair must be pulled up and off the shoulders. Bangs must be above the eyebrow. Hair is to be neatly maintained for sanitary and business image reasons.

   Male: Hair is to be clean, neat and no longer than half of the shirt collar and midway across the ear. Hair falling down on the forehead must be above the eyebrows. Mustaches may not extend below the corner of the mouth. Sideburns may not extend below the bottom of the ear. Beards are not permitted. Men should be clean shaven. Hair is to be neatly trimmed and maintained for sanitary and business image reasons.

   f. Make-up: Make-up must be kept to a minimum with natural tones used only.

   g. Name Badges: The prescribed name badge is to be worn on the left side of the shirt/uniform. The management name tag is to be worn only by the general manager, assistant managers, electronic specialist, and interns.

2. **STANDARD UNIFORM:**

   a. Slacks/Skirt: Prescribed dress slacks or skirts suited for ordinary street wear are required. These are to have no patches, designs, or other types of ornamentation. Skirt length is to be between 2" above and 2" below the knee. Jean, Cords, or other pants with outside pockets are not allowed.

b. Belt: A belt which matches the slacks or skirt must be worn with belt loops.

c. Shirt/Blouse: Prescribed, short or long sleeved, dress style, cotton blend shirt/blouse is required. It must be clean and pressed. Sleeves cannot be rolled up. OR, company prescribed shirts, clean and pressed.

Note: During winter months, employees located at the front order counter are allowed to wear plain white cardigan sweaters.

d. Distributed Uniform Items: If your job requires that you wear a specialized uniform, the company will provide you with one. Personal non-logoed street clothes are not considered uniform items. The employee is responsible for having his uniform clean, wrinkle free, and in good repair each time he is scheduled for work. If the uniform requires laundering because of soiling, it is to be replaced. Nothing extra is to be pinned, pasted, or stuck on the uniforms.

3. **KITCHEN UNIFORM:**

Kitchen employees may wear the following uniform:

a. Slacks/Skirt: Prescribed dress slacks or skirts suited for ordinary street wear are required. These are to have no patches, designs, or other types of ornamentation. Skirt length is to be either 2" above or below the knee. Jean, Cords, or other pants with outside pockets are not allowed. These must be clean and in good repair. Dough rollers may wear white pants.

b. Belt: A belt which matches the slacks or skirt must be worn with belt loops.

c. Shirt: The prescribed shirt is to be worn. It is to be kept clean and in good repair. All shirts are to be tucked into pants and skirts.

d. Aprons: Bib aprons will be available for protecting the shirt. These are not issued, but after use are to be wiped clean and replaced in the break area.

e. Hat: All kitchen employees will wear the prescribed hats. A clean white chef hat may be worn by kitchen employees.

4. CHARACTER COSTUMES:

At management's discretion, employees may be dressed in character costumes.

BENEFITS -

Employment with ShowBiz Pizza Time entitles each employee to numerous benefits. Aside from a clean and enjoyable working environment, and the many friendships you will begin here, below are listed some special benefits of interest.

The following benefits apply to all employees, full and part-time, effective the first day of work.

MEAL DISCOUNT - All employees receive a 50% discount on one (1) prescribed meal during each normal shift (not applicable to shifts of less than six (6) hours.) Employees may not ring up or make their own meal.

MILITARY RESERVE - A full time employee whose participation in any reserve component of the Armed Forces of the United States or National Guard is mandatory under the Universal Military Training and Service Act, will be granted unpaid time off to attend obligatory programs. Such time off will not interfere in earned paid vacation.

MATERNITY LEAVE - ShowBiz Pizza Time will grant a leave of absence for pregnancy. A pregnant employee may continue to work as long as her level of performance and attendance record remains satisfactory. She may return to work when the doctor approves. Your manager may request a statement from your doctor certifying that work will not endanger your health or the health of your child.

An employee is eligible for maternity leave at time of employment. All other leaves of absence require six months employment for eligibility.

As with all types of leaves of absences, benefits are not paid during the leave. If the employee desires insurance coverage to continue, he/she will pay the full monthly premium.

JURY DUTY - If you are asked to serve on a jury, you will be granted a leave of absence for the time served. You will be paid the difference between the fee for jury duty and the hourly rate of pay for all hours spent on jury duty coinciding with your regular workday. You will be required to present documentation to your supervisor of the request to serve on a jury and of the compensation made for service in order to be paid the difference between jury duty and your regular pay.

The following benefit applies to employees who have completed their 90-day probationary period.

GROUP INSURANCE - Our extensive group insurance program is available to full-time employees who have completed their 90-day introductory period. Information on insurance and enrollment forms are available from your manager.

The following benefits apply to employees who have completed six months of employment.

PARTICIPATIVE RETIREMENT PLAN: $5.00 PER WEEK STOCK AND SAVINGS PLAN -

After six months of employment (working minimum of 1,000 hours per year), non-management employees twenty-one (21) years of age or older may enroll in a 401(K) $5.00 Per Week Stock and Savings Plan. Enrollments are held several times per year.

By participating in the $5.00 a Week Stock and Savings Plan, employees can set up a tax sheltered retirement plan. Compensation the employee saves will be automatically withheld through payroll deduction and placed in a fund for purchase of ordinary (cash value) life insurance and investment into a money market fund. The employee will be able to make changes in the fund every six months.

Brock Hotel Corporation will make discretionary matching contributions in the form of Brock stock equal to between 0% and 50% of each participant's deposits based upon annual company profitability.

Vesting Schedule:

Year 1 - 50%
Year 2 - 75%
Year 3 - 100%

Should the employee leave the corporation, they will receive what is in their 401(K) plan including any vested corporate contributions.

Further details of the plan can be obtained through Human Resources.

FLEXIBLE BENEFIT ACCOUNT -

Brock Hotel Corporation has provided their employees the means to pay for certain expenses with pre-tax dollars. The most obvious savings could come from paying for the company group insurance premiums with pre-tax dollars. Additional savings would come from setting up a fund for such medical expenses as the deductible amount on the group insurance plan, vision/hearing care, prescriptions and medical supplies, birth control pills, anticipated child care expenses, convalescent or nursing home care, medical check ups, weight loss or smoking association programs and expenses for dental work, elective surgery and cosmetic surgery which are all expenses outside the covered medical expense of the group insurance plan. This fund may be established at the time of enrolling in the 401(K) program.

HOLIDAY PAY - All non-management employees who work on a company prescribed holiday are to be paid at a rate of one and one-half times their normal hourly pay rate.

The holidays are: New Year's Day, Easter, Thanksgiving Day, Christmas Eve, and Christmas Day.

LEAVE OF ABSENCE - Should it become necessary that you be absent from work for an emergency or medical reason, and you have used your vacation time, your manager can grant you a leave of absence. That is, you may leave your job for up to six months. Although your salary stops during your absence, you may return to your old job or a comparable one without losing seniority; unless your job had been part of a normal reduction in force.

If you wish to continue your group insurance, it will be necessary for you to pay the full monthly premium until your return. Upon your return, the company will resume paying its portion of the premium provided that you are working full time.

To obtain a leave of absence, you must give a written request to your manager explaining the reason for your leave and telling the amount of time you expect to be absent. Your manager will review your request with the district manager and a decision will be given as quickly as possible.

The time you were away from your job is not counted toward your eligibility for vacation, sick leave, and salary review. A leave of absence cannot be granted to employees for more than six months unless you are called to military duty or require extended military leave. You are to notify your manager two weeks before you plan to return to work so that preparation can be made to fit you back on the work schedule.

TRANSFERS - Any non-management employee who is in good standing of an entertainment center operated by ShowBiz Pizza Time, Inc. may ask for and be granted a transfer to another entertainment center operated by ShowBiz Pizza Time, Inc. The employee is to request in writing to his/her manager to arrange for the transfer. Upon written recommendation from the manager and based upon the needs of the local manager of the new location, a decision will be made as to whether the transfer can be arranged.

If a job is not available immediately, you may apply for a leave of absence. In this case you may wait up to six months for an opening without losing your seniority.

EMPLOYEES SAVINGS ASSOCIATION - One of the easiest ways to save money is to have it deducted automatically from your paycheck and sent to a savings account. We are able to set up almost any type of account for you, an IRA (Individual Retirement Account), a Christmas Fund Account, a Savings Account and many money market certificates. In addition, after you have been an employee for six months, you may be eligible for loans from the Association with substantially lower interest rates.

Some of the accounts can be set up with an initial deposit of as little as $2.00, with bi-weekly payroll deduction of $4.00. Others require a one-time deposit to purchase certificate. But all of these accounts can be used as a money saving vehicle, and in the case of an IRA or certain certificates, as a tax shelter.

For more information on setting up one or more of these accounts, just contact the Human Resources Department at the Home Office. They can answer your questions and send you the appropriate application(s). After you set up your account, you may request "QUE" number that will allow you to get your account balance and make withdrawals by telephone.

The following benefits apply to all emloyees who have completed one year of continuous full-time employment:

*SICK LEAVE - As an employee you will earn seven days paid sick leave per anniversary year after one year of service. That is, should you become sick and unable to work, your salary will continue for up to seven work days. The manager may request proof of illness through a doctor's excuse for illness. Sick leave cannot be carried over from one anniversary year to the next.

*VACATION - After one year, qualifying employees are eligible for two (2) weeks vacation; and after ten years, three (3) weeks. Vacation time is accrued yearly on one's anniversary date. Vacation time earned cannot be carried over from one year to the next.

Your vacation cannot be saved up; you must take your vacation time each year. Cash payment rather than vacation time off will not be authorized. Should you leave the company for any reason, you will be paid for any annual vacation time earned (12 consecutive months) but not taken. *Where state law dictates accrual will be paid based upon hours worked.

*All vacation and sick leave benefits will be paid based on actual hours earned.

"OPEN DOOR" POLICY -

As an employee of the Corporation, you should feel free to express yourself on any matter relating to your job. If you feel that your job might be done better or in a different way, or if a problem develops in connection with your work, feel free to talk with anyone.

You should feel free to talk to your unit manager or any member of the corporate staff.

The corporate address is:

SHOWBIZ PIZZA TIME, INC.
4441 W. Airport Freeway
Irving, Texas, 75062
(214) 258-8507.

If you wish to confidentially discuss concerns, you are welcome to call (214) 659-0442. This private number rings directly into the Human Resources Department.

EQUAL EMPLOYMENT OPPORTUNITY POLICY -

It is the policy of ShowBiz Pizza Time to provide equal employment opportunity in all aspects of the conditions and privileges of employment, hiring, training, compensation, benefits, transfers, promotions, discipline, and terminations of employment to all employees without discrimination because of race, color, religion, national origin, sex, age, veterans or disabled persons (except where the physical disability might prevent the individual from fulfilling a bonafide occupational requirement).

CONCLUSION -

We hope that this booklet is helpful in describing your job and benefits. Your manager will answer any additional questions you might have.

Our sincere wishes for a long and successful career with ShowBiz Pizza Time, Inc.

ShowBiz Pizza Time, Inc. is a subsidiary of Brock Hotel Corporation.

STANDA   OF CONDUCT -

COURTESY -

It goes without saying that a large part of this is the courteous treatment you give to all those you're in contact with. This courtesy starts with your co-workers. Remember to be friendly and helpful to these fellow team players.

The following are Conduct Rules. Please read these carefully and ask your Manager any questions you have regarding the content.

EMPLOYEE CONDUCT RULES

These Employee Conduct Rules are placed in written form for you and your fellow employees so that all employees will receive the same fair treatment.

A. Commission of any one of the following acts may be considered just cause for immediate dismissal:

1. Any falsification, alteration, or destruction of company records, including employment application.
2. Possessing dangerous or deadly weapons on company premises or while off company premises in performance of company duties.
3. Reporting to work under the influence of intoxicants or drugs; drinking alcoholic beverages, using drugs, or the possession of either while on company time or premises.
4. Refusing to obey direct instruction from a supervisor. (Insubordination)
5. Coercion, intimidation or threats against guests, supervisors or fellow employees.
6. Disrespectful or discourteous conduct to guests or supervisors.
7. Gambling or fighting on company premises.
8. Theft, pilferage, misappropriation, misuse or willful destruction of employees', visitors' or company's property, or unauthorized removal of such, including found items. Failure to protect assets; negligence in following prescribed security and cash handling procedures. Sabatoge, vandalism.
9. Interfering with or hindering of work schedules.
10. Being absent one day without notification will be treated as voluntary resignation.
11. Harassment or coercion of fellow employees, supervisors or guests. This includes, but is not limited to racial or sexual harassment. Immoral, unlawful, or indecent conduct; soliciting or aiding and abetting persons for such. Using vulgarity.
12. Revealing confidential information to unauthorized persons.
13. Violence or threats of violence against guests, supervisors, or fellow employees.

EMPLOYEE CONDUCT RULES - cont'd.

B. Commission of any one of the following acts may be considered just cause for remedial action which could range from oral or written reprimand to suspension from work without pay to dismissal:

14. Smoking in guest's view or other prohibited area.
15. Unauthorized use of the telephone or frequent and unnecessary use of the telephone for personal business.
16. Parking motor vehicles in other than areas designated by management.
17. Failing to abide by clock rules, sign-in, sign-out procedures; falsification of time cards; working overtime without management authorization; stopping work early without management authorization.
18. Excessive absenteeism or tardiness.
19. Dining or snacking at any time other than during designated breaks, meal periods, or in areas other than designated by management.
20. Failing to perform work or job assignments satisfactorily and efficiently.
21. Unauthorized absence from assigned work area, or being in an unauthorized area. Loitering or sleeping on the job.
22. Failing to observe established health, fire and safety practices. Failure to report unsafe actions of other employees or injuries sustained while on duty.
23. Failing to exhibit a neat and businesslike appearance and high degree of personal cleanliness at all times. Failure to wear prescribed uniform or approved name badge, both if applicable.
24. Unauthorized distribution of literature of any description in working areas. Posting or removing notices, signs, memoranda or writing in any form on a bulletin board or company property.
25. Making or publishing false, vicious or malicious statements concerning an employee, supervisor, the company or its food, beverages or services within hearing distance of customers.
26. Discussing confidential company information in public areas where customers could overhear conversation.
27. Receiving two garnishments for separate debts within a six-month period (subject to any restrictions by federal, state or local laws).
28. Failing to notify supervisor when unable to report to work as scheduled; supervisor must be notified no later than 2 hours prior to the beginning of the shift if the employee is to be absent or late that day.
29. While off duty, loitering and/or contributing to the inefficiency of employees who are working.
30. Being in working areas when not on duty without the approval of management.
31. Being on Company premises in uniform while off duty.
32. Failure to follow procedures as prescribed in the Job Aid Booklets and operations manuals of Showbiz Pizza Time, Inc.

SHOWBIZ
PIZZA PLACE®

Chuck E. Cheese's
Pizza Time Theatre®

1987 SHOWBIZ PIZZA TIME INC. EMPLOYEE HANDBOOK

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